



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22302	Central Australian Institute of Technology Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1008	259	25.69
Employer satisfaction	10	4	40

#### Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

The response rate for Quality Indicator survey 2020 is at 25.69% for the learners, and 40% for the Employers. The learners response to the survey has decreased by approximately 0.01% this year compared to 2019 response rate. The numbers of QI surveys issued this year is relatively more at 1008 259 responses compared to last year which was 950 with 244 responses. The survey depicts response of students from Automotive, Business, Management, Marketing and EAL qualification. Diploma level students provided the highest number of responses at 41.69% followed by Automotive at 21.23%, 17.4 by VET graduate certificate or graduate diploma other qualifications at 16.21%, lowest number of respondents were from Certificate II courses at 1.9%

All the responses were negative for Aboriginal or Torres Strait Islander origin. 1.2% of the respondents were permanent residents of Australia whereas 98% of the respondents were international students. Similarly 67.9% of the respondents were male, 27.02% were female.

Maximum respondents i.e. 53.66% fell in the age group of 25 to 34 years old, followed by 30.11% at 20 to 24 years old with 9.2% at 35 to 44, 15 to 19 at 1.5%. and 1 student at the age of 45 to 54.



In comparison to previous year, in terms of overall satisfaction 52.8% stated that they were satisfied with the training which is a slight decrease from 55.1% last year with 39.7 strongly agreeing to the statement. For trainers quality, 54.07% of the respondents agreed that the trainers made the subject as interesting as possible which is an increase from 47.52.% last year, whereas for statement that trainers had excellent knowledge of the subject content 46.7% of the respondent agreed to it with 47.4 % strongly agreeing to it, which is similar to last year.

However, for the learning stimulation compared to last year average of 63% of the learners agreeing that the materials were enough to keep up their interest has decreased to 58.4%, similarly 58.4% agreed to the statement that the amount of work they had to do was reasonable and that the training was at the right level of difficulty for them compared to 71% last year. 59.9% of the respondents agreed that the training focused on relevant skills which is a remarkable improvement from 71% in 2019.

The Employers survey was conducted with the employers of the students who are undertaking automotive qualifications. Compared to 2019 the response rate for the employer was at 40%, which is a slight decrease to 50% however there was an increase in the number of survey issued from 2 to 10. The respondent strongly agreed that the trainers were effective in their teaching and that they had good knowledge and experience of the industry. However, the respondent disagreed that the training had good mix of theory and practice. The respondent agreed that the training was relevant to the industry.



## Section 2 Survey information feedback

### What were the expected or unexpected findings from the survey feedback?

The data recorded below are the indicative of the average response of the cohorts. For analysing the learners responses each response was entered into our student management system which has an inbuilt function to generate the learner engagement and employer satisfaction survey report. The data projected that the majority of the respondents inclined towards agreement with the different elements in the questionnaire.

For trainer quality, 47.4% of the learners strongly agreed that the trainers had an excellent knowledge of the subject matter which has shown a decrease of only 0.1% from 2019, whereas 54.05% of the learners agreed that the trainers made the subject as interesting as possible which is a slight decrease from 54.1% compared to last year data.

Similarly, 50.5% strongly agreed that the trainers explained things clearly with 46.33% agreeing that trainers encouraged learners to ask questions. 47.49% of the learners strongly agreed that the trainers made it clear right from the start what was expected from them with 50.8% agreeing with the statement. 61% of the respondents agreed that it was easy to know the standards expected compared to 2.3% who strongly disagreed with it.

57.5% agreed that they had a clear idea of what was expected of them, with 2.4% strongly disagreeing to it. 44.2% of the learners strongly agreed that the training organisation staff respected their background and needs, with 50% agreeing that the training organisation was flexible to meet the learners needs with 4.1% disagreeing with the statement. 56.25% of the learners agreed that the training organisation had a range of support services, however 2.9% disagreed with the statement regarding the support services which is down from disagreement recorded in 2018 data at 4.3%. For effective assessment, 52.89% of the learners informed that they received useful feedback on the assessment with 2.9% disagreeing and 2.8% strongly disagreeing to the statement.

Similarly, 54.9% of the learners agreed that the assessments were based on realistic activities, which is lower compared to 70.8% in 2018, with 56.01% agreeing that the way they were assessed was a fair test of the skills and knowledge; 57.8% agreed that the training organisation gave appropriate recognition of the learners existing skills and knowledge with 3.3% disagreeing to the statement.

For training resources, 59.2% of the learners agreed that the training resources were available when the learners needed them with 2.4% disagreeing with the statement. 56.6% of the learners agreed that the training used up-to-date facilities and equipments with 2.8% disagreeing with the statement. Likewise 53.5% of the learners agreed that the training facilities and materials were in good condition, 4.9% disagreed with the statement.

For learner engagement, 47.1% strongly agreed and 48.1% agreed that the trainers were approachable, similarly 61.7% of the learners looked for their own resources to help them learn, with 60.4% agreeing that they pushed themselves to understand things that were confusing with 6.99% of the respondents disagreeing with the statement. 61.7% of the learners responded that they set high standards for themselves with 5.3% disagreeing to the statement.

For overall satisfaction, 32% of the respondents strongly agreed and 52.8% agreed that they were satisfied with the training with 2.8% strongly disagreeing with the statement. 54.7% of the learners agreed and 37.3% strongly agreed



that they would recommend the training to others, these figures have increased compared to last year.

For the open ended question best aspect of the training majority of the respondents pointed out that: the training allowed them to work independently, help them set up goals for the future, provided them with good theoretical knowledge. They also mentioned that the trainers were very knowledgeable and they take students interest in consideration and they got lots of opportunity to carry out research, the trainers were approachable. Some learners expressed that the workshops have been great help for them to apply all the theoretical knowledge. Learners also appreciated the teaching model used by Central Australian College. They liked participating in discussions and roleplays, they appreciated the coursework, weekly presentation and student counselling and support were also mentioned in the positive aspect of the training. Learners also pointed out the training was based on real time case students of the Australian organisation, which made it more interesting for them. Learners also appreciated delivery of certain modules such as emotional intelligence and workplace conflict. Learners also appreciated the online learning environment created during the Covid 19 lockdown.

In regards to the aspects that needed improvement learners pointed out that more practical sessions were appreciated with brief explanation, some learners requested for more handouts and improvements of training materials. Learners also pointed out use of more digital tools to make learning more easy and interactive, some also suggested seminars by industry experts. Some learners also pointed out ineffectiveness of the trainer in delivering presentation by reading out the material and that the trainer could have been more concise with theory and focus on practicals. These feedbacks were in start contrast and lower in number compared to the positive feedbacks of the trainers.

Similar to the learner questionnaire, for the Employers survey the data was entered in the student management system and the values indicated inclination between disagreement and agreement.

The employer agreed that the training was effectively integrated into their organisation. Similarly the employer strongly agreed that the training has helped their employees identify how to build on their current knowledge and skills. Similarly, the employer strongly agreed that the training prepared their employees for demand of their work strongly agreeing that the training used up-to-date equipments, facilities and materials. The employers agreed that the training organisation acted on their feedback. The employer strongly agreed that the assessments were at an appropriate standard. The employer strongly agreed that the training prepared employees well for work. The employer strongly agreed that the training reflected current practice and agreed to the statement that Central Australian College provided good support for workplace training and assessment. For overall satisfaction the responding employer strongly agreed to recommend the training to others, similarly agreed to have been satisfied with the training. For the open ended questions for the best aspects of the training employer stated that Trainers were knowledgeable and resourceful. For the aspects that needed improvement they mentioned computerisation of assessment by adopting online assessment tools and tests to save paper.

### **What does the survey feedback tell you about your organisation's performance?**

The survey findings indicate that, this year the number of surveys we received from the learners are low. The overall training experience was positive indicating high level of satisfaction across all domains. Learners had conflicting views about the trainers and assessors regarding their skills, knowledge and support provided in the classroom. Given the socioeconomic background of our cohort, the expectations from the learners have increased in regards to



workshop facilities and equipment, with learners requesting to work on high end model of cars. Learners also provided constructive feedback in terms of training delivery and learning resources.

### Section 3 Improvement actions

#### What preventive or corrective actions have you implemented in response to the feedback?

On the basis of the findings of both the Learners and Employers survey Central Australian College will be applying the following improvements:

- To focus on technology to provide learners access to smooth transition to online learning
- To provide learners with additional learning materials and handouts
- Updating training delivery technology and tools.

#### How will/do you monitor the effectiveness of these actions?

Effectiveness would be measured by:

- Gathering learners feedback
- Gathering trainers feedback
- Getting industry to validate the training materials and equipment